## University Information

<table>
<thead>
<tr>
<th>Org/College:</th>
<th>Office of the Provost</th>
<th>Department:</th>
<th>Office of Student Financial Aid</th>
</tr>
</thead>
<tbody>
<tr>
<td>UI Job Code:</td>
<td>PCF1</td>
<td>Pay Level:</td>
<td>3A</td>
</tr>
<tr>
<td>Job Function:</td>
<td>Academic Support</td>
<td>Job Family:</td>
<td>Financial Aid Services</td>
</tr>
<tr>
<td>University Classification:</td>
<td>Financial Aid Counselor</td>
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## Department Information

<table>
<thead>
<tr>
<th>Org/Dept/Sub-dept #:</th>
<th>02-4666-00000 – Financial Aid/Office of the Provost</th>
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<tbody>
<tr>
<td>Position #:</td>
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<tr>
<td>Working Title (if applicable):</td>
<td>Scholarship and Athletic Advisor</td>
</tr>
<tr>
<td>This Position Reports to (Title/Position #):</td>
<td>Assistant Director, Scholarships</td>
</tr>
<tr>
<td>Position Has Administrative Supervision?</td>
<td>No</td>
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**Position Overview:** Serve as back-up liaison to Athletic Compliance for the administration of athletic aid. Serve as back-up resource for the administration of Admissions and Financial Aid scholarships. Interact with students and parents individually and in groups regarding scholarship policies and procedures, types of scholarships available, and eligibility requirements.

## Position Information

### Key Areas of Responsibility

**Evaluate and Analyze Application Information/Reviews Standards and Regulations; Awards Financial Aid Award/Package (Both Need-and Merit-Based) (PCF1):** Review data and make routine decisions based on established criteria. May be responsible for recommendations that may override established criteria based on expert knowledge. Communicate information regarding implementation to current staff. Communicate defined standards and regulations.

- Serve as back-up to review scholarship renewal appeals for currently enrolled students and work collaboratively with Assistant and Senior Associate Director of Scholarships for committee decisions.
- Serve as back-up for administering ad hoc scholarship programs (e.g., PTK, All Iowa/All-USA Academic Team Scholarships, National Recognition Programs, and National Merit) in collaboration with Admissions staff.
- Serve as lead contact for questions related to impact on scholarships due to enrollment changes (e.g. internships, co-op, and consortiums)
- Review reports and revises scholarships due to ethnicity or residency changes
- Serve as back-up liaison for athletic compliance
- Update individual athlete’s cost of attendance
- Review and resolve Athlete aid on Hold report
- Review and resolve Athletes over COA task bucket

### One-on-One Consultation and/or Outreach Services (PCF1):** Provide information to current and prospective students and their families regarding financial aid policies, procedures, application processes and financial aid options. Develop training materials related to the awarding process. Instruct, educate and interact with students, parents, general public and UI departments regarding application policies and procedures, types of financial aid, and disbursement of funds. Define framework for routine and non-routine communication.

- Counsel enrolled students/parents about scholarships and financial aid programs including application procedures and eligibility requirements for selection and renewal.
- May present at various Admissions outreach events (e.g., Hawkeye Visit Days, Next Step Iowa, In Your Neighborhood, Health & Science Day in Des Moines, Next Step Chicago, and High School Advisory Board).
- Provide back-up assistance and training to collegiate units on the use of the scholarship portal.
- Review and approve athlete trips home and computer purchases and add to athletic spreadsheet
- Prepare and send non-renewal letter to athletes
Data Collection, Analysis, and Reporting (PCF1): 

Gather data.
- Assist with review of data and make routine decisions based on established criteria.
- Assist with and serve as back up in creating new scholarships in the portal.
- Assist with and serve as back-up for trouble-shooting issues with the scholarship portal.
- Assist with and serve as back-up for running queries for UICA scholarships.
- Create Cost of Attendance charts for athletics.
- Send weekly transmittal report to athletics.

Budget Oversight and Management (PCF1):

Advise management on budgetary needs or discrepancies.
- Provide information on scholarship program eligibility and renewal criteria.
- Coordinate and manage administrative procedures and policies to increase efficient and effective operations for a project, program, unit, department, or college/division.
- Make intermediate-level independent decisions regarding operational, administrative and financial activities.
- Assist with assuring compliance with various policies or procedures.
- Revise financial aid packages according to Title IV regulation and institutional policies.

Universal Competencies

Collaboration/Positive Impact

Proficiency Level: Working
Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.
- Shares appropriate information/feedback openly, professionally and respectfully.
- Models open, respectful, accepting, and supportive behaviors with team members.
- Maintains productive work relationships while considering multiple perspectives and using effective conflict resolution practices.
- Aligns expectations for self and team to achieve work objectives and overcome obstacles.

Diversity, Equity and Inclusion

Proficiency Level: Working
Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the unique contribution of an inclusive workforce that brings together the talents of people across multiple identities, including: race, creed, color, religion, national origins, age, sex, pregnancy, disability, veteran or military status, sexual orientation, gender identity, or associational preferences.
- Maintains productive work relationships while considering multiple perspectives.
- Demonstrates awareness of one’s own and others’ social identities (e.g. race, gender, disability status, religion, etc.) and their relevance in the workplace.
- Resolves cross-cultural conflicts effectively.
- Articulates the unit’s commitment to diversity, equity and inclusion and the reasons for its importance.
- Engages in personal and professional development on issues related to diversity, equity and inclusion.

Service Excellence/Customer Focus

Proficiency Level: Working
Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.
- Enhances service by seeking ways to add value to customer interactions/services.
- Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.
- Listens to feedback without defensiveness and uses it to enhance communication effectiveness.
- Communicates in alternative ways to accommodate different listeners.

As part of performing the key areas of responsibility and competencies described above, staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the University Operations Manual.
## Position Technical Competencies and Proficiency Levels

### Accuracy and Attention to Detail
**Proficiency Level:** Working  
*Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.*
- Processes detailed information with good accuracy.
- Utilizes specific approaches and tools for checking and cross-checking outputs.
- Develops and uses checklists to insure that information goes out error-free.
- Accurately gauges the impact and cost of errors, omissions, and oversights.
- Learns from mistakes and applies lessons learned.

### Data Gathering and Analysis
**Proficiency Level:** Working  
*Knowledge of data gathering and analysis tools, techniques and processes; ability to use these to gather and analyze data for a specific or variety of needs and/or projects.*
- Participates in gathering and analyzing data for a project or projects.
- Utilizes the basic data collection and evaluation tools and techniques.
- Follows proper data gathering and analysis processes and policies.
- Reports problems that arise in the data collection process.
- Reviews the results to ensure the quality and accuracy of data gathering and analysis.

### Decision Making and Critical Thinking
**Proficiency Level:** Working  
*Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately, and reach productive decisions.*
- Assists in assessing risks, benefits and consideration of alternatives.
- Participates in documenting data, ideas, players, stakeholders, and processes.
- Applies an assigned technique for critical thinking in a decision-making process.
- Recognizes, clarifies, and prioritizes concerns.
- Identifies, obtains, and organizes relevant data and ideas.

### Financial Aid Programs and Policies
**Proficiency Level:** Basic  
*Knowledge of and the ability to develop and implement financial aid programs and policies to attract outstanding students and help them finance their course of study.*
- Lists types of major financial aid for undergraduate and post-graduate students.
- Identifies current institutional policies related to financial aid.
- Explains the application procedures for each type of financial aid program.
- Describes the laws and regulations related to financial aid in federal, state, or commercial loans.

### Resource Management
**Proficiency Level:** Working  
*Plans, mobilizes and distributes resources to fulfill business objectives and plans.*
- Identifies the key resources at hand to fulfill own responsibilities.
- Demonstrates the ability to apportion resources to different components of a task.
- Applies the concept of sustainability to conserve and reuse resources where possible.
- Seeks help to obtain additional resources when necessary.

### Effective Communications
**Proficiency Level:** Working  
*Understanding of effective communication concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.*
- Makes oral presentations and writes reports needed for own work.
- Avoids technical jargon when inappropriate.
- Looks for and considers non-verbal cues from individuals and groups.
- Listens to feedback without defensiveness and uses it for own communication effectiveness.
- Delivers helpful feedback that focuses on behaviors without offending the recipient.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of the employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
Position Qualifications (for recruiting only)

<table>
<thead>
<tr>
<th>Education or Equivalency Required</th>
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<tr>
<td>• Bachelor's degree or an equivalent combination of education and experience is required.</td>
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<tr>
<th>Experience Required</th>
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<td>• At least 1 year experience working in a post-secondary academic setting or in another sector dealing with budgeting, counseling, and/or education, typically one or more years.</td>
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<th>Competencies Required</th>
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<td>• Communicating for effective relationships: Demonstrates a working proficiency, knowledge and application of the communication techniques and relationship building skills that develop the ability to work with a variety of individuals and groups in a constructive and collaborative manner.</td>
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<td>• Effective presentation skills: Demonstrates a working proficiency in preparing and delivering effective presentations; typically demonstrated with six months to one year of public speaking.</td>
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<tr>
<td>• Accuracy and attention to detail: Demonstrates a working proficiency in understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.</td>
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<tr>
<td>• Data gathering and analysis: Demonstrates a working proficiency and knowledge of data gathering and analysis tools, techniques and processes; ability to use these to gather and analyze data for a specific or variety of needs and/or projects.</td>
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<tr>
<td>• Working proficiency with Microsoft Excel, Word, and Outlook.</td>
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<th>Desirable Qualifications</th>
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<td>• M.A. degree in Student Development or related field is desirable.</td>
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<tr>
<td>• Financial aid programs and policies: Demonstrates a working proficiency and knowledge of and the ability to develop and implement financial aid programs and policies to attract outstanding students and help them finance their course of study.</td>
</tr>
<tr>
<td>• Knowledge of specific policies: Demonstrates a basic knowledge of University of Iowa policies, procedures, and regulations.</td>
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